

Section I.

MOTOR VEHICLE SUPPORT SERVICES OBJECTIVES

Director's Office (DO)
Executive Hearing Office (EHO)
Office of Special Investigations (OSI)
Executive Services Group (ESG)

- Goal 1** **To promote public safety and protection through regulation, licensing, and the administration of transportation laws.**
- 1.1 EHO: DUI-related administrative law cases turnaround 1
 - 1.2 OSI: Dealer investigation case turnaround 3
 - 1.3 OSI: Dealers with repeat violations..... 4
 - 1.4 OSI: Internal investigation case turnaround..... 5
- Goal 2** **To improve customer service.**
- 2.1 ESG: Mainframe reports 7
- Goal 3** **To promote safety and security in the workplace.**
- 3.1 AGENCY: ALL: Injury incident rate 9

Section II.

CUSTOMER SERVICES OBJECTIVES

*Customer Service (CS)
Motor Carrier and Tax Services (MCTS)
Competitive Government Partnerships (CGP)
Division Operational Support Services (DOSS)*

CUSTOMER SERVICE

- Goal 2 To improve customer service.**
- 2.1 AGENCY: Customer total visit time in field offices 1
 - 2.2 AGENCY: Customer satisfaction with field offices..... 3

MOTOR CARRIER and TAX SERVICES

- Goal 6 To promote the efficient generation, collection, and management of revenues to meet public needs.**
- 6.1 Fuel tax evasion enforcement..... 4
 - 6.2 Collections..... 6
 - 6.3 Dishonored check debt 8
 - 6.4 Fuel tax refund compliance reviews 10

COMPETITIVE GOVERNMENT PARTNERSHIPS

- Goal 2 To improve customer service.**
- 2.3 Third Party Level 1 vehicle inspections 11
 - 2.4 Alternate vehicle registration renewals..... 12
- Goal 5 To increase the use of electronic service delivery.**
- 5.1 AGENCY: Internet transactions..... 14
 - 5.2 AGENCY: Percent of Internet eligible transactions and activities completed via the Internet 16
 - 5.3 All electronic service delivery transactions..... 18

DIVISION OPERATIONAL SUPPORT SERVICES

- Goal 1 To promote public safety and protection through regulation, licensing, and the administration of transportation laws.**
- 1.1 DUI investigation turnaround 19
 - 1.2 Records processing turnaround20
 - 1.3 Policy completion turnaround22
- Goal 2 To improve customer service.**
- 2.3 Level II Customer Wait Time24
 - 2.4 Technical Support Wait Time for MVCSRs26

Section III.

MOTOR VEHICLE ENFORCEMENT SERVICES OBJECTIVES

- Goal 1** **To promote public safety and protection through regulation, licensing, and the administration of transportation laws.**
- 1.1 Commercial vehicles weighed by mobile units 1
 - 1.2 Commercial vehicle wave-thru decreases at fixed ports 3
 - 1.3 Vehicle inspection turnaround in Central Region 5
- Goal 6** **To promote the efficient generation, collection, and management of revenues to meet public needs.**
- 6.1 Registration compliance VLT Direct Revenues..... 7